

# ATTACHMENT A

PART 4 - Exchange Access Services  
SECTION 2 - Exchange Lines and Usage

3rd Revised Sheet No. 39  
Cancels  
2nd Revised Sheet No. 39

3. USAGE SERVICES IN MARKET SERVICE AREAS 1, 2, 3, 6, 7, 9, and 15 (cont'd)

**C A N C E L L E D**

3.4 Usage Charges (cont'd)

A. Business and Residence Schedules (cont'd)

2. Residence Usage Service (cont'd)

Band	Initial and Subsequent Time Period	All Period Rating	
		Initial Period Charge	Subsequent Period Charge
C <sup>/1/</sup>	1 minute	\$ .08 (I)	\$ .08 (I)

(C)

(C)

/1/ Effective with bills being issued on or after January 7, 1999.

(C)

Issued: December 4, 1998

Effective: December 7, 1998

By D. H. Gebhardt, Vice President - Regulatory Affairs  
225 West Randolph Street  
Chicago, Illinois 60606

PART 4 - Exchange Access Services  
SECTION 2 - Exchange Lines and Usage

3. USAGE SERVICES IN MARKET SERVICE AREAS 1, 2, 3, 6, 7, 9, and 15 (cont'd)

3.4 Usage Charges (cont'd)

A. Business and Residence Schedules (cont'd)

2. Residence Usage Service (cont'd)

Band	Initial and Subsequent Time Period	<u>All Period Rating</u>	
		<u>Initial Period Charge</u>	<u>Subsequent Period Charge</u>
C <sup>1/</sup>	1 minute	\$ .10 (I)	\$ .10 (I)

/1/ Effective with bills being issued on or after January 7, 2000.

Issued: December 6, 1999

Effective: December 7, 1999

By Theresa P. Larkin, Vice President - Regulatory Affairs  
225 West Randolph Street  
Chicago, Illinois 60606

# ATTACHMENT B

PART 2 - General Terms and Conditions  
SECTION 2 - Regulations

**11. PAYMENT OF CHARGES FOR SERVICE**

- 11.1 The customer is responsible for the payment of charges for all services furnished including, but not limited to, calls originated or accepted at a customer's location.
- 11.2 Payment shall be in United States currency or by instruments so denominated and payable on demand at par in Commercial banks in the locality where facilities and services are furnished.
- 11.3 Bills are due on the due date shown on the bill and may be paid at any of the Company's public business offices or other authorized payment locations.
- 11.4 Charges for a message originated at a coin telephone shall be paid by cash deposit in the coin telephone unless arrangements for billing have been made.
- 11.5 When payment for service is made by check, a charge of \$10.00 will be made by the Company for each check returned by a bank to the Company for reason of not sufficient funds.
- 11.6 If the customer remits to the Company on more than one occasion during a twelve month period a check, draft, or other instrument which is dishonored, the Company may refuse acceptance of further checks and place the customer on a cash basis. Under a cash basis, the Company may refuse acceptance of anything as payment other than U.S. currency, U.S. Postal Service money orders, or an instrument denominated in U.S. dollars and guaranteed by or issued by a third party acceptable to the Company. The Company shall advise the customer in writing of the restriction and of the various options available in paying by cash. (T)

**12. LATE PAYMENT CHARGE**

- 12.1 A late payment charge of 1.5% per month shall apply to amounts shown on a monthly bill which remain unpaid after the due date referred to in 11.3 preceding, except that the charge is not applicable as specified
- 12.2 Regulations

/1/

(D)  
(D)

/1/ Effective May 2, 1998 this waiver will be eliminated.

Issued: March 4, 1998

Effective: May 2, 1998

By D. H. Gebhardt, Vice President - Regulatory Affairs  
225 West Randolph Street  
Chicago, Illinois 60606

# ATTACHMENT C




Better Business Bureau. My duties further include communicating directly with customers regarding the issues raised by their complaints.

3. On October 20, 1999, I answered a call from Craig Lawrence regarding his telephone bill. From reviewing my notes, and to the best of my recollection, Mr. Lawrence was upset because his most recent bill was approximately \$200.00, which was much higher than normal. Mr. Lawrence indicated that he had changed his Internet Service Provider (ISP) number, and that he assumed the charges would be less than the amount billed. He did say that his ISP informed him that he might want to call his local telephone company to see if additional charges would apply to the new number, but he chose not to do so. I advised him that Ameritech periodically sends out information to its customers regarding precautions customers should take when choosing numbers to use for internet access. He indicated that Ameritech should adjust half of his bill. I advised him that we would not make any adjustments, and agreed to note his complaint.

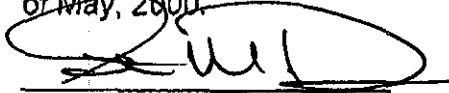
4. I followed up by letter that same date, in which I restated Ameritech's position that Mr. Lawrence was responsible for the charges billed to his account. I indicated ways in which Ameritech provides for customers to determine if a number is within their local calling area: these include responding to a customer's specific telephone request as well as providing lists of local calling areas through the Customer Care Center and on Ameritech's website. I also pointed out that Mr. Lawrence's ISP cautions its customers to use care when selecting from the list of access numbers to avoid toll or connection charges. Included in my October 20 letter was a printed copy of the "bill page message" which was included in Mr. Lawrence's September 1998 bill. See Attachment A. The message specifically cautions the customer: "To determine if the call to your Internet service number is a local message, usage or local toll charge, call your Ameritech representative."



FURTHER AFFIANT SAYETH NAUGHT.

  
Levester Posey

Subscribed and sworn to  
before me this 16th day  
of May, 2000.

  
Notary Public

STEVEN M. DANKS

MARIION COUNTY, INDIANA

MY COMMISSION EXPIRES 06.05.00



773 539-6330 465 2

SEP 28, 1998

**DETAILED CHARGES**

Page 2

ACIS

To contact your Ameritech Service Rep., call 1 800 244-4444  
To request bill balance, payment arrangements, or duplicate  
bill copy, call our automated Billing Service on 1 800 873-5501  
Repair inquiries, call 1 888 611-4466

**IMPORTANT INFORMATION**

Our records show that you have selected Ameritech as your  
presubscribed carrier for all of your IntraLATA long distance service.

Our records show that you have selected AT&T as your presubscribed  
carrier for all of your InterLATA long distance service.

**NOTICE OF LINE-BACKER PRICE INCREASE**

LINE-BACKER is an optional Inside Wire Maintenance Service plan that  
offers you protection against unexpected repair charges for the  
telephone wire and jacks inside your home. Backed by the expertise of  
Ameritech technicians, LINE-BACKER is your link to prompt dependable  
service, diagnosis, and repair of problems related to your inside  
telephone wire and jacks. Effective October 15, 1998, the rate for the  
LINE-BACKER Basic maintenance plan, which you subscribe to, will  
increase from \$2.99 to \$3.79 per month. For additional information about  
what your LINE-BACKER service plan covers, please refer to your Terms &  
Conditions. If you have any questions or would like to discuss your  
LINE-BACKER plan, please call your Ameritech representative at the phone  
number listed on your bill.

**NEW RATE FOR CHANGING YOUR LONG DISTANCE CARRIER (PIC)**

We want you to know about a rate change that could affect how much you  
pay for phone service. We currently assess a \$5.00 charge when you  
change the long distance carrier on your primary line and a reduced rate  
of \$1.70 when you change the carrier on any line associated with that  
number. Effective November 10, 1998, the reduced rate will no longer  
apply and the charge for changing your long distance carrier on any line  
will be \$5.00. If you have any questions, please contact your Ameritech  
representative at the number shown on your phone bill.

**IMPORTANT REMINDER**

Any Ameritech service that you subscribe to is optional. You may cancel  
your subscription at any time.

**A REMINDER ABOUT INTERNET CHARGES**

When you use the Internet, there will be charges in addition to the fee  
you pay to your Internet service provider. During the time you are on  
the Internet, charges for local messages or usage, local toll or long  
distance may apply. Check with your Internet service provider to  
determine what is included in their fee. To determine if the call to  
your Internet service number is a local message, usage or local toll  
charge, call your Ameritech representative.

**WATCH OUT FOR THE HIDDEN SURPRISES WITH DIALING CODES LIKE 10-10-321**  
At Ameritech, we know it's important to understand your phone service  
rates. That's why we want you to know that companies who promote  
dialing codes, such as 10-10-321, may also add monthly fees or require  
calls to last at least 20 minutes for any savings to occur. However,  
with Ameritech you pay as little as \$.10 a call for calls in your local  
area no matter how long you talk. Make sure to read the fine print to  
understand the gimmicks and restrictions before using dialing codes.

- Attachment A -

# ATTACHMENT D

<b>Date</b>	11/8/99
<b>Time</b>	2:48:20 PM
<b>EA</b>	Automated

Initial Information from the ICC:

ILCC FILE #: 32428 SPRINGFIELD  
RATE CLASS: RESIDENTIAL

COUNTY: COOK

ACCOUNT #: 773-539-6364

SERVICE STATUS: NOT APPLICABLE

SERVICE TYPE: ELECTRIC

CASE ORIGIN: ELECTRONIC MAIL

CONTACT CODE: INFORMAL COMPLAINT (CSD REFERS COMPLAINT TO CO)

OPEN PROBLEM CODE: SERVICE

BRIEF EXPLANATION: PER CUST, FN FOR 11/8/99 SHUT OFF. CUST DISPUTING APPROX.

\$400.00 IN CHARGES FOR CALLS MADE TO HIS ISP. CUST SAID HE WAS NOT AWARE THAT NUMBER CALLED WAS A BAND C CALL. CUST CUST STATED THAT HE WAS NOT AWARE THAT NUMBERS DIALED W/IN YOUR OWN AREA CODE COULD BE CHARGED AS LOCAL TOLL CALLS. CUST SAID HE DID NOT CALL AMERITECH BEFORE CHOOSING A NUMBER TO USE THROUGH HIS ISP. HE ALSO STATED THAT THE ISP DID PROVIDE A SMALL DISCLAIMER BEFORE HE CHOSE A NUMBER. CUST ALSO REQUESTING A DETAILED CALL REPORT OF LOCAL CALLS FOR PAST 2 MONTHS. CUST ALSO REQUESTING INFORMATION FRM AMERITECH THAT WAS GIVEN TO CUST IN PAST ABOUT LOCAL TOLL CHARGES, & HOW BILLED. CUST ALSO WANTS ANY INFORMATION AMERITECH HAS SENT OUT REGARDING CHOOSING A NUMBER FOR AN ISP COMP. CUST SAID HE FEELS THAT IT IS THE COMP RESPONSIBILITY TO INFORM CUSTOMERS OF THE DIFFERENT LOCAL TOLL CALL AREAS & CHARGES.

# ATTACHMENT E

CRAIG LAWRENCE  
#110  
2513 N CALIFORNIA  
CHICAGO, IL 60647-2626

Page 1 of 3  
Account Number 773 539-6322 172 4  
Billing Date Aug 28, 1999

Web Site www.ameritech.com



Jul 29 - Aug 28, 1999

### Bill At-A-Glance

Previous Bill	34.93
Payment - Thank You!	35.39CR
Adjustments	.00
Balance	.46CR
Current Charges	38.25
<b>Total Amount Due</b>	<b>\$37.79</b>
Amount Due in Full By	Sep 22, 1999

### Billing Summary

Questions? Call:

Ameritech Local Service 1-800-244-4444	19.71
AT&T 1-800-222-0300	18.54
<b>Total of Current Charges</b>	<b>38.25</b>

### Ameritech Values

• Ameritech Local Service Savings 08  
Savings details are reflected within your bill.

### Ameritech Local Service

#### Monthly Service - Aug 28 thru Sep 27

Line Charge	5.59
UNE-BACKER®	3.78
Federal Access Charge	3.50
<b>Total Monthly Service</b>	<b>12.88</b>

#### Local Calls

##### Direct Dialed Calls

<b>0-8 Miles</b>	
25 Call(s) at Day Rate	1.25
7 Call(s) at 10% Evening Discount Applied	.32
45 Call(s) at 40% Night/Wknd Discount Applied	1.35

##### Over 8 Miles

2 Initial Minutes - Day Rate	10
1 Additional Minutes during Day Rate	.02
2 Initial Minutes - 40% Night/Wknd Discount Applied	.06

##### Local Toll - Over 15 Miles

8 Minute(s) / Flat Rate	64
<b>Total for Direct Dialed Calls</b>	<b>3.74</b>

Day Rate: Mon-Fri, 9am-11am, 2pm-8pm

Evening Rate: Mon-Fri, 8pm-9pm, 11pm-2pm, 8pm-9pm - 10% Discount

Night/Wknd Rate: 9pm-8am, Sat/Sun/Holidays - 40% Discount

85 Call(s) made this month averaged \$.043 per call  
Volume Discount Savings applied to calls made this month 08 CR  
**Total Local Calls 3.66**

#### Other Charges and Credits

This section of your bill reflects charges and credits resulting from account activity

1 Inside Wire Mtna Svc Settlement	.42 CR
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#### Local, State and Federal Charges

9-1-1 Emergency System	
Billed for Local Government	1.25
Municipal Infrastructure Maintenance Fee	.32
State Infrastructure Maintenance Fee	.08
State Additional Charges	.01
Number Portability Surcharge	.41
Infrastructure Maintenance Credit	79 CR
<b>Total Local, State and Federal Charges</b>	<b>1.28</b>

### News You Can Use - Summary

• LOCAL TOLL INFO • LONG DISTANCE INFO  
• WE'RE READY FOR Y2K  
See "News You Can Use" for additional information

Repair Service: 1-888-611-4466

Automated Billing/Payment Arrangements: 1-800-873-5501

Return bottom portion with your check in the enclosed envelope

Patent Pending

7773053906322172742670010032000000004600000037790000003631



AMERITECH  
P.O. BOX 4520  
CAROL STREAM, IL 60187-4520

Account Number  
773 539-6322 172 4

Aug 28, 1999

CRAIG LAWRENCE  
#110  
2513 N CALIFORNIA  
CHICAGO, IL 60647-2635

Page 1 of 2  
Account Number 773 539-6322 172 4  
Billing Date Sep 28, 1999  
Web Site www.ameritech.com

Aug 29 - Sep 28, 1999

**Bill At-A-Glance**

Previous Bill	37.79
Payment - Thank You!	37.79CR
Adjustments	.00
Balance	.00
Current Charges	211.07
<b>Total Amount Due</b>	<b>\$211.07</b>
Amount Due in Full By	Oct 26, 1999

**Billing Summary**

Questions? Call:

Ameritech Local Service 1-800-244-4444	211.07
<b>Total of Current Charges</b>	<b>211.07</b>

**Ameritech Local Service**

**Monthly Service - Sep 28 thru Oct 27**

Line Charge	5.59
LINE-BACKER®	3.79
Federal Access Charge	3.50
<b>Total Monthly Service</b>	<b>12.88</b>

**Local Calls**

**Direct Dialed Calls**

**0-8 Miles**

8 Call(s) at Day Rate	40
1 Call(s) at 10% Evening Discount Applied	.05
11 Call(s) at 40% Night/Wknd Discount Applied	.33

**Over 8 Miles**

2 Initial Minutes - Day Rate	10
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**Local Toll - Over 15 Miles**

2141 Minute(s) / Flat Rate	171.28
<b>Total for Direct Dialed Calls</b>	<b>172.16</b>

Day Rate: Mon-Fri, 9am-11am, 2pm-8pm  
Evening Rate: Mon-Fri, 8am-9am, 11am-2pm, 8pm-9pm - 10% Discount  
Night/Wknd Rate: 9pm-8am, Sat/Sun/Holidays - 40% Discount

110 Call(s) made this month averaged \$1.565 per call	
<b>Total Local Calls</b>	<b>172.16</b>

**Other Charges and Credits**

This section of your bill reflects charges and credits resulting from account activity

Item	Description	Quantity	Monthly Charges
	Effective Feb 2, 1999, your Bill reflects a decrease of \$13 in your Monthly Service charges. Charges are prorated from Feb 2, 1999 thru Sep 27, 1999		
1	Monthly Service		1.02 CR
2	This amount is the final payment of the 24 monthly payments approved by the court for early distribution of the Inside Wire Maintenance Service Settlement		5.88 CR
	<b>Total Other Charges and Credits</b>		<b>6.90 CR</b>

**News You Can Use - Summary**

• LOCAL TOLL INFO	• LONG DISTANCE INFO
• IMPORTANT NEWS	• LNP RATE DECREASE
• SURCHARGE INCREASE	• BEST TIMES TO CALL

See "News You Can Use" for additional information.

Repair Service: 1-888-811-4466

Automated Billing/Payment Arrangements: 1-800-873-5501

Return bottom portion with your check in the enclosed envelope

Patent Pending

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AMERITECH  
P.O. BOX 4620  
CAROL STREAM, IL 60197-4620

Account Number  
773 539-6322 172 4

Sep 28, 1999

Page 1 of 2  
Account Number 773 539-8322 172 4  
Billing Date Oct 28, 1999  
Web Site [www.ameritech.com](http://www.ameritech.com)

**Bill A. A. Glover**

Previous Bill	211.07
Payment	00
Adjustments	2.88
Amount Past Due	213.76
Current Charges	184.44
<b>Total Amount Due</b>	<b>\$398.19</b>
Amount Due in Full By	Nov 22, 1999

### Billing Summary

**Questions? Call:**

Ameritech Local Service	184.44
1-800-244-4444	
<b>Total of Current Charges</b>	<b>184.44</b>

### Detail of Payments and Adjustments

No.	Date	Description	Adjustments	Payments
1	10-29	Late Payment Charge	2.68	
Totals			2.68	00

## Amritech Local Service

<b>Monthly Service - Oct 28 thru Nov 27</b>	
Line Charge	5.59
LINE-BACKER®	3.79
Federal Access Charge	3.50
<b>Total Monthly Service</b>	<b>12.88</b>

### Loon Calls

### Direct Dated Calls

12 Call(s) at Day Rate	60
4 Call(s) at 10% Evening Discount Applied	10
18 Call(s) at 40% Night/Wnd Discount Applied	54

Over 3 Miles	
3 Initial Minutes - Day Rate	.15
7 Additional Minutes during Day Rate	.11

Local Toll - Over 15 Miles	
1775 Minute(s) / Flat Rate	142.00
Total for Direct Dialed Calls	143.58

Day Rate: Mon-Fri, 9am-11am, 2pm-8pm  
Evening Rate: Mon-Fri, 8am-9am, 11am-2pm 8pm-9pm - 10% Discount  
Night/Wknd Rate: 9pm-8am, Sat/Sun/Holidays - 10% Discount

90 Call(s) made this month averaged \$1.4956 per call  
Total Legal Calls 14358

### Other Charges and Credits

This section of your bill reflects charges and credits resulting from account activity.

No.	Description	Quantity	Monthly Charges
	Effective Oct 8, 1989, your Bill reflects a decrease of \$04 in your Monthly Service charges. Charges are prorated from Oct 8, 1989 thru Oct 27, 1989		
1	Monthly Service		.03 CA

## News You Can Use • Summary

- LOCAL TOLL INFO
- IMPORTANT NEWS
- TALKING CALL WAITING
- LIFELINE INCREASE
- LONG DISTANCE INFO
- LNP INTEREST CREDIT
- BEST TIMES TO CALL

See "News You Can Use" for additional information.

**Repair Service: 1-888-611-4466**

**Automated Billing/Payment Arrangements: 1-800-873-5501**

Return bottom portion with your check in the enclosed envelope

### Patent Pending

7773053906322172733280010032000002110700000398190000040328

AMERITECH  
P.O. BOX 4620  
CAROL STREAM, IL 60197-4620

**Account Number**  
773 539-6322 172 4

Oct 28, 1999



# ATTACHMENT F

PART 2 - General Terms and Conditions  
SECTION 2 - Regulations

Original Sheet No. 16

9. CASH DEPOSITS (cont'd)

9.3 Refund or Application of Deposits (cont'd)

A. (cont'd)

Or any of the following occurs:

- (1) The customer establishes credit by other means in accordance with 8. preceding, or
- (2) The service is terminated and the bills are paid in full, or
- (3) The applicant cancels his application for service and any charges incurred are paid in full.

- B. When the service is terminated or the application is canceled and there are charges due the Company, the deposit plus interest will be applied to the charges, and the balance, if any, returned to the customer or applicant.

10. CUSTOMER BILLING

10.1 Regular bills will be issued once each month.

10.2 Special bills for long distance service may be issued to customers (residence customers only during the first twenty-four months of their service and business customers at any time) when charges exceed 175 percent of the average of the past three months' long distance charges or of the average long distance charge for that class of service if three months actual data is not available. These bills will carry a due date which is ten days after the date that they are mailed or seven days if delivered by hand.

10.3 Services which are charged for at monthly rates are billed in advance for one month's service in all exchanges, except that in Belleville, East St. Louis, Edgemont and Granite City exchange services which are billed at a monthly rate are billed in arrears.

10.4 Services which are charged for at other than monthly rates are billed in arrears, except when payment for messages is made by cash deposit in the coin telephone.

10.5 An unused portion of a usage allowance (which is included in the monthly rate for certain services) in one monthly period cannot be used in any other monthly period nor will refund or credit be given.

10.6 Detail call information such as, the time at which made, duration and destination will not be provided other than for long distance telecommunications message service.

Material formerly appeared in ILL. C. C. No. 5, PART I, Section 5, Original Page 5.10.

Issued: October 23, 1995

Effective: December 8, 1995

By D. H. Gebhardt, Vice Pres. - Reg. Affairs  
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